

# Sample Document

Revised 3/22/2002

## NETWORK CONNECTIVITY and COSTSHARING MEMORANDUM OF UNDERSTANDING (MOU) MAINFRAME ONLY

MOU: \_\_\_\_\_

Account Number: \_\_\_\_\_

PARTIES: This agreement is between the Department of Workforce Development/Administrative Services Division/Bureau of Information Technology Services (referred to as DWD) and \_\_\_\_\_ located at the following address (referred to as the Purchaser).

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

PURPOSE: To summarize the responsibilities and costs associated with providing mainframe access to the Purchaser for the sole purpose of assisting DWD partner agencies in accessing DWD supported programs or for performing work related to DWD supported programs. DWD partner agencies are public and private organizations that collaborate with DWD in providing services to our customers, the citizens of Wisconsin. DWD often has a contractual relationship with partner agencies that is based on enabling legislation such as W-2 or Child Support.

EFFECTIVE DATES: This agreement becomes effective upon connection by DWD and will remain in effect until a revision is required due to changes in responsibilities or rates.

COVERED PARTNER AGENCIES: The Purchaser agrees to assist in finding acceptable connectivity solutions for other DWD partner agencies needing access to DWD supported programs or performing work related to DWD supported programs through this network connection. The partner agencies covered under the terms of this agreement are listed below. Include the street address and city if different than the address listed above. If more information needs to be listed, please attach additional sheets.

1. \_\_\_\_\_
2. \_\_\_\_\_
3. \_\_\_\_\_
4. \_\_\_\_\_

### STATEMENT OF DELIVERABLES:

#### A. DWD agrees to:

1. Conduct an onsite network audit to identify any potential network problems before establishing the connection to the State WAN.
2. Install a State router and controller, which the State will maintain and control.
3. Pay for the frame relay line to link the Purchaser to the State WAN.
4. Coordinate logons and access rights to authorized DWD applications.
5. Provide Service Desk (608 266-7252) support for problems associated with the State-owned/maintained network components.
6. Provide limited support of coax-attached desktops and their attached printers, dumb terminals and

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3270 type printing devices that were originally supplied by the State, and cabling as it relates to the Attachmate Extra! 3270 Emulation software and hardware. Limited support may include installing, configuring, and troubleshooting the Attachmate Extra! 3270 Emulation software and hardware.

7. Provide information on current software and hardware recommendations and standards on the password secured DWD Extranet Partner Page, located at: <http://workweb.dwd.state.wi.us/partner/>. Contact the DWD Service Desk (608 266-7252) for additional information.
8. Define a standard maintenance window during which DWD systems may not be available. The current window is Saturday at 3 p.m. to Sunday at 9 a.m.

## B. The Purchaser agrees to:

1. Complete facilities preparation and cable pulls associated with connecting to the State router.
2. Provide space for State equipment. Such space should have limited accessibility and be climate-controlled. It is highly recommended that agency provide an uninterruptible power supply (UPS) for the State router, "smart jack", and Digital (or Data) Service Unit/Channel Service Unit (CSU/DSU).
3. Allow the State or their contracted service providers to install a "smart jack" near the building telecommunications demarcation point including new cable (as required) to extend the connection to the State router, or provide wire pairs that are acceptable to the service providers.
4. Provide dedicated, grounded, non-switched alternating current (AC) outlet within 6 feet of the State router.
5. Provide, install, and support their own terminal or desktop hardware and software including Attachmate Extra! 3270 Emulation software and hardware. (See section A, item 6 for exceptions.) Routinely consider software upgrades to maintain vendor supported version/release levels.
6. Identify a primary and backup support person who will be authorized to contact the DWD Service Desk (608 266-7252) for connectivity support.

Primary: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_ Hours: \_\_\_\_\_

Backup: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_ Hours: \_\_\_\_\_

## Report changes in contact information to the DWD Service Desk (608 266-7252).

7. Select a level of DWD onsite support for the maintenance of the State frame relay line and router and provide onsite contact information at each location with State owned equipment.

☐ Monday - Friday from 8:00am to 5:00pm

☐ Monday - Saturday from 7:00am to 9:00pm

The site contacts listed below will be expected to:

- a) Provide a phone number(s) where they can be reached during the support hours selected.
- b) Notify the DWD Service Desk of any changes in contact information.
- c) Receive notice of service interruption, impending changes, or scheduled maintenance.
- d) Reboot the controller when needed for network maintenance.
- e) Coordinate activities and communications between DWD staff or authorized service providers to State owned equipment and all partner agencies impacted by service interruptions.
- f) Provide access to both the building and any phone/data closets.
- g) Have the capability to serve as remote "eyes/hands" as requested by the DWD Service Desk, the Department of Electronic Government, or their contracted service providers.
- h) Notify DWD when a circuit needs to be shut down or relocated, or when the agency is no longer in need of State owned equipment that had previously been used to access DWD supported programs.

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Primary: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_ Hours: \_\_\_\_\_

Backup: \_\_\_\_\_ Phone: \_\_\_\_\_

E-mail address: \_\_\_\_\_ Hours: \_\_\_\_\_

**Report changes in contact information to the DWD Service Desk (608 266-7252).**

C. The Purchaser agrees that DWD may:

1. Conduct an onsite network audit to identify any potential problems associated with a connection to the State WAN.
2. Request assistance from the site contact when needed for network.

## **COST OF SERVICES:**

### **Mainframe Only Connectivity**

There is currently no ongoing support charge for this model.

Total Monthly Cost of Agreement: \$ 0

ADMINISTRATIVE PROVISIONS: While there is currently no ongoing support cost associated with this connectivity model, it is recognized that this decision is subject to review and possible adjustment.

The DWD may terminate this agreement at any time if the Purchaser is not in conformance with the DWD expectations as stated in this document.

Training in the use and operation of the connectivity covered in this agreement will be the responsibility of the Purchaser and is not part of the cost of this agreement.

## **SIGNATURES:**

DWD/ASD/Bureau of Information Technology Services Director:

\_\_\_\_\_ Date: \_\_\_\_\_

PURCHASER: \_\_\_\_\_ Date: \_\_\_\_\_

PRINT NAME: \_\_\_\_\_ Phone: \_\_\_\_\_

PRINT TITLE: \_\_\_\_\_

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Please return one signed copy to:  
Department of Workforce Development/ASD/BITS  
Attn:  
201 East Washington Avenue  
P.O. Box 7946  
Madison, WI 53707-7946